

**Summary Log of Customer Contacts/Complaints**  
**For**  
**CAC VRS and Spanish VRS**  
**June 1, 2005 to May 30, 2006**

**Number of Customer Contacts/Complaints Received from 6/1/05 to 5/31/06**

June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
'05	'05	'05	'05	'05	'05	'05	'06	'06	'06	'06	'06
9	9	3	6	6	18	5	8	6	13	6	3

The total number of customer complaints was 92. All contacts and all complaints were responded, clarified and resolved in a timely manner.

No	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
240	01-Jun-05	VP'd complaining freezing and disconnections on VRS calls on daily basis.	01-Jun-05	Provided technical assistance
245	02-Jun-05	VP'd complaining about slow video speeds issue.	02-Jun-05	Provided technical assistance
248	06-Jun-05	VP'd inquiring that VRS calls to Canadian relatives couldn't be done anymore due to FCC rules and wondered why.	06-Jun-05	Provided procedural assistance
250	06-Jun-05	IM'd inquiring and complaining about blocked CAC VRS call via Sorenson VP at her folks' place.	06-Jun-05	Provided procedural assistance
254	09-Jun-05	IM msg was left inquiring about firewall issue with VRS netmeeting call and asked for CACVRS nbr/IP addy.	10-Jun-06	Provided technical assistance
262	13-Jun-05	VP'd inquiring about problems with VRS and wanted me to double check. Then discussed about 2nd VP hook up.	13-Jun-05	Provided technical assistance
259	13-Jun-05	Email informing of registration with CACVRS.org but always get busy and busy status with no response at all.	16-Jun-06	Tested OK. Referred to IT Dept. Resolved.
275	16-Jun-05	Emailed saying he waited for a response via cacvrs.org Netmeeting call but none for ten minutes.	16-Jun-05	Tested OK.
280	27-Jun-05	IM'd asking for Spanish VRS operating hours as it was not on the website.	27-Jun-05	Provided requested information
320	05-Jul-05	Complained to Director of VRS re VI's greeting and appearance issue	05-Jul-05	Director couniled CA on proper call handling procedures.
316	13-Jul-05	VP'd inquiring about failures in reaching VRS.	13-Jul-05	Provided technical assistance
317	14-Jul-05	Msg from coworker re failed VRS calls attempted by deaf agency coordinator in CA	14-Jul-05	Provided technical assistance. CPE problem.
344	20-Jul-05	IM msg re 2 VRS interpreters appearing at same time from 2 different call centers. Customer wanted to know any follow-up	20-Jul-05	Referred to IT department. No trouble found.
367	22-Jul-05	VP'd to report choppy VRS issue.	22-Jul-05	Provided technical assistance
372	22-Jul-05	VP'd informing me about VRS call busy issue	22-Jul-05	Provided technical and procedural assistance.
378	25-Jul-05	Double Terp appearing issue. Later black screen issue.	25-Jul-05	Referred to IT department. Issue resolved.
396	27-Jul-05	VP'd inquiring about noises at CAC VRS, and color issue.	27-Jul-06	Provided VP technical suport and referred to IT department.
420	03-Aug-05	Complaint from hearing customer with vague messages being left by fast speaking relay operators.	6-Aug-06	Referred to supervisor who covered CA on issue.
492	22-Aug-05	VP'd twiced. Customer wanted to share feedbacks re CAC VRS.	22-Aug-05	Recorded customer suggestions and forwarded to VRS Director.
496	23-Aug-05	VP'd complaining re busy VRS - couldn't get through.	23-Aug-05	Tested. High call volume causing busy.
558	14-Sep-05	VP'd complaining why VRS busy and prefer Sorenson	14-Sep-05	Provided procedural assistance.
561	16-Sep-05	VP'd from customer inquiring frustrations in getting through busy VRS.	16-Sep-05	Tested. No trouble found.
563	16-Sep-05	VP'd inquiring about busy VRS issue.	16-Sep-05	Provided procedural assistance.
585	27-Sep-05	IM'd re VRS issue.	27-Sep-05	Technical issue caused problem that was already resolved.
583	27-Sep-05	VP'd re VRS issue.	27-Sep-05	Technical issue caused problem that was already resolved.
582	27-Sep-05	VP'd from staff teacher inquiring about VRS issue.	27-Sep-05	Technical issue caused problem that was already resolved.
598	04-Oct-05	VP'd re freezing VRS calls three times.	04-Oct-05	Provided technical and procedural assistance.
597	04-Oct-05	IM'd inquiring about VRS down again?	04-Oct-05	Tested. No trouble found.
614	11-Oct-05	VP's re freezing issues with CAC VRS and another deaf agency. Wanted VP svc.	11-Oct-05	Provided technical assistance
661	24-Oct-05	VP'd to inform that VRS picture quality was bad twice.	24-Oct-05	Referred to IT Dept. Resolved.

667	25-Oct-05	VP'd inquiring about SpanishVRS not getting through.	25-Oct-05	Provided procedural assistance. Tested ok.
673	27-Oct-05	VP'd informing me re black VRS call plus request for Tech svc to check on Internet speed woes 10/31: VP'd again. 11/3: VP'd again.	03-Nov-05	Provided technical assistance. Possible CPE problem. Referred for on site visit.
681	01-Nov-05	IM'd inquiring about VRS up and running status.	01-Nov-05	Tested. No technical problems found.
685	02-Nov-05	IM'd re CAC VRS 24 hrs yet	02-Nov-05	Advised on new call center schedule.
689	03-Nov-05	IM'd re VRS issue	03-Nov-05	Technical problem. Resolved.
693	03-Nov-05	Walked in person re VRS issue	03-Nov-05	Technical problem. Resolved.
692	03-Nov-05	VP'd re VRS issue.	03-Nov-05	Technical problem. Resolved.
688	03-Nov-05	IM'd re VRS issue.	03-Nov-05	Technical problem. Resolved.
691	03-Nov-05	VP'd re VRS issue and needing it badly.	03-Nov-05	Technical problem. Resolved.
702	07-Nov-05	VP'd in error but commented VRS crashing, re-dialing struggle, etc. Tried repeating including Support. He sighed.	07-Nov-05	Provided technical and procedural assistance.
698	07-Nov-05	VP'd reporting terrible freezing incidence with cube #306. VP'd 2nd n 3rd time re VRS issue.	07-Nov-05	Referred to IT Dept. Resolved.
618	11-Nov-05	Email re group home's VP freezing issue with VRS.	14-Oct-05	Tested - no trouble found. Referred for on site visit.
717	14-Nov-05	IM'd inquiring about VRS issue.		Tested - no trouble found. Determined earlier technical problem had been resolved.
721	14-Nov-05	IM'd re VRS call through failure issue.	14-Nov-05	Provided technical assistance.
726	14-Nov-05	VP'd re VRS call through issue.	14-Nov-05	Provided procedural assistance.
732	15-Nov-05	IM'd re VRS issue as he was disconnected 3 times with SBC VRS call.	15-Nov-05	Provided technical and procedural assistance.
731	15-Nov-05	VP'd inquiring re VRS status - struggled to get thru the last 15 min	15-Nov-05	Staffing issue. Resolved.
728	15-Nov-05	VP'd complaining re sluggish VRS calls.	15-Nov-05	Referred to IT Dept. Resolved.
761	23-Nov-05	VP'd re VRS issue reporting and sharing.	23-Nov-05	Recorded suggestions and forwarded to management. Provided technical assistance.
776	30-Nov-05	VP'd re difficulties reaching VRS.	30-Nov-05	referred to IT Dept. Resolved.
793	05-Dec-05	IM'd complaining difficulty reaching VRS.	05-Dec-05	Tested. No trouble found.
807	07-Dec-05	VP'd re busy VRS, need VRS, frustrated with SVRS tech support.	07-Dec-05	Provided procedural assistance.
816	12-Dec-05	VP'd re issues on several VI cubes - choppy, blurry, sluggish, etc.	12-Dec-05	Provided technical assistance.
827	19-Dec-05	Left a report on AIM re no answer from CACVRS for several times possibly last Fri/Sat 20 times in 5 min before 9pm and again at 10pm.	19-Dec-05	Referred to IT Dept. No trouble found.
835	22-Dec-05	Group home manager was at CAC office and wanted to share occasional frustrations with VRS/VP	22-Dec-05	Provided technical and procedural assistance.
856	04-Jan-06	VP'd re 400 VRS center having terrible sluggish VP speeds	04-Jan-06	Discussed technical issues - no formal report.
849	04-Jan-06	VP'd re frustrations with blurry picture at times with VRS	04-Jan-06	Provided technical assistance on CPE.
851	04-Jan-06	VP'd reporting that CAC VRS calls did not last more than 4 rings twice. VP'd again for third time.	05-Jan-06	Referred to IT Dept. Resolved.
865	06-Jan-06	VP'd re foggy/blurry VRS agents last 3 weeks.	06-Jan-06	Provided technical assistance. New VRS platform related issues.
891	17-Jan-06	IM'd complaining inaccessible VRS lately - used foul word but apologized.	17-Jan-06	Tested. No trouble found. Earlier problems resolved.
890	17-Jan-06	IM'd re VRS and Internet access being down to be confirmed.	17-Jan-06	Tested. Referred to IT Dept. Resolved.
912	25-Jan-06	IM'd indicating VRS 400 is lousy at 5pm	26-Jan-06	Referred to IT Dept. Resolved.
925	31-Jan-06	VP'd re VRS issues really annoying last 2 months.	06-Feb-06	Provided technical support. Provided Spanish VRS information.
930	02-Feb-06	VP'd from customer re Spanish VRS inaccessible issue. He reported all three CAC Spanish VRS ip address were not working.	02-Feb-06	Provided procedural assistance. Referred to Supervisor of Spanish VRS
932	02-Feb-06	VP'd re disconnection and poor speed on Dlink VP with SpanishVRS	06-Feb-06	Provided CPE technical assistance.
933	02-Feb-06	VP'd from student complaining about CAC VRS being inaccessible.	07-Feb-06	Provided technical assistance. CPE problem. Replaced unit.
938	08-Feb-06	AIM'd and VP'd about continuing frustrations with quality of VRS esp the delayed video feed from his end.	13-Feb-06	Discussed technical problems. Requested specific details in future.
940	09-Feb-06	VP'd informing that VRS crashed.	09-Feb-06	Referred to IT Dept. Working now.
943	10-Feb-06	Left detailed complaints on two terps	13-Feb-06	Director reviewed complaints with interpreters. Couniled on proper call handling.
976	02-Mar-06	IM'd that 400 VRS ctr and Spanish cube 205 lot of frame delays and picture not clear.	02-Mar-06	Referred to IT Dept. Resolved.
987	06-Mar-06	IM'd from Case Manager complaining that she is so sick of 300 and 400 centers for having ongoing issues.	13-Jun-06	Referred to IT Dept. Related to new platform implementation.
985	06-Mar-06	VP'd re problematic SpanishVRS	06-Mar-06	Provided technical assistance.
984	06-Mar-06	VP'd re SpanishVRS being problematic	06-Mar-06	Referred to IT Dept. resolved.
981	06-Mar-06	IM'd re VRS being down inquiry	06-Mar-06	Tested. No trouble found.
982	06-Mar-06	IM'd yesterday AM inquiring about server being down	10-Apr-06	Tested. No trouble found. Earlier problems resolved.
1003	13-Mar-06	AIM'd re serious VRS call response and possible "prejudice" (his word)	05-Apr-06	Requested additional details. Referred to Supervisor. Couniled CA.
1015	20-Mar-06	Rec'd Incident Report from Spanish VI through VRS Director re Spanish VRS quality issue frustrations from Spanish Customers on 3/15	20-Mar-06	Referred to VRS Director.
1020	21-Mar-06	VP'd re VRS issue inquiry as it crashed on him.	23-Mar-06	Provided technicall assistance. Problem resolved.

1017	21-Mar-06	Got messages re DC VRS call issues last night at 7 and 8pm	28-Mar-06	Unable to determine exact problem. Tested OK now.
1028	23-Mar-06	IM'd re VRS picture quality issue and request for notification when VRS system is back running and at better level.	04-Apr-06	Provided technical assistance. Possibly customer ISP problem.
1023	23-Mar-06	Complained that customer tried and tried VRS for 20-30 minutes with no response at 5pm on 3/22	25-Apr-06	Referred to IT Dept. No trouble found.
1031	27-Mar-06	Approached in person re VRS being inaccessible all day Sat 3/25	27-Mar-06	Referred to IT Dept. No technical problems found.
1043	04-Apr-06	4 complaints on VI for poor job: 1. VI asking to call back; 2. VI not relaying rings and recorded message; 3. VI not relaying hearing person's initial message	04-Apr-06	Supervisor reviewed procedures with CA.
1044	04-Apr-06	Report from VI re customer's complaint on poor VRS quality	04-Apr-06	Tested. No trouble found.
1046	04-Apr-06	2 VI-related complaints: 1. VI not doing job well; 2. VI reported number to dial not working while it was fine earlier.	04-Apr-06	Supervisor reviewed procedures with CA.
1054	06-Apr-06	VP'd by a student re VRS not accessible	06-Apr-06	Tested. No trouble found.
1072	27-Apr-06	Contact form re issue on CAC VRS while using Envision.	28-Apr-06	Provided technical assistance on CPE. Resolved problems.
1078	28-Apr-06	VI-initiated report on hearing callee accusing VI of changing the story during VRS call.	28-Apr-06	Director initiated the investigation and concluded that VI saw nothing during the VRS call and did the job right.
1101	18-May-06	VI-initiated report about customer complaint on VI job not done right.	18-May-06	Supervisor reviewed complaint with CA.
1111	25-May-06	IM from customer then second customer re bizarre VRS call incident	25-May-06	Possible technical problem. Restarted computer and tested OK.